



STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL

Small Procurement - Request for Proposals

Workplace Management and Hybrid Workplace Solution

October 17, 2023

PURPOSE:

The Office of the Attorney General (hereinafter "OAG") seeks a workplace management solution to ensure the efficient and effective utilization of its current location at 200 Saint Paul Plaza in Baltimore while standardizing and expediting administrative processes. This small procurement will allow our operations team to plan for growth in the agency while maximizing our current space, create efficient hybrid telework/in-person workflows, successful facilities request ticketing, and related analytics.

BACKGROUND

The Attorney General is the chief legal officer of the State of Maryland. The Office of the Attorney General (OAG) has the general charge, supervision, and direction of the State's legal business, acting as legal advisors and representatives of the major agencies, various boards, commissions, officials, and institutions of State Government. The OAG is also responsible for civil and, in some cases, criminal enforcement of laws intended to protect the public. The OAG's affirmative enforcement activities are conducted through Units and Divisions (hereinafter "Team"), including the Antitrust Division, Civil Rights Division, Consumer Protection Division, Criminal Division, Environmental Crimes Unit, Insurance Fraud Division, Medicaid Fraud Control Unit, Independent Investigations Division, and Securities Division. As Maryland's 47th Attorney General, Anthony G. Brown leads the Office with a critical focus on equity, justice, and fairness.

SOLUTION & VENDOR REQUIREMENTS

The OAG seeks a modern and user-friendly software or cloud-based solution for comprehensive workplace management. The preferred capabilities of the solution and vendor are, but not necessarily limited to:

- **Space Management and Planning**
 - The ability to visualize office spaces, meeting rooms, storage spaces, and other facilities on a map, footprint, or floor plan using an interactive interface.
 - The ability to import and customize floor plans, and designated areas and locations as discrete space.
 - The ability to customize space types and create clusters or discrete areas of the floorplan to be assigned shared properties.

- The ability to assign spaces to specific personnel or as swing space for hoteling or short-term accommodations.
- The ability to conduct space and facilities planning without impacting the live management instance.
- The ability for users to book spaces for meetings or designated spaces for office hoteling.
- **Administrative and Facilities Request Ticketing.**
 - Ability to manage requests from staff across administrative and other functions.
 - Ability to create custom stepped workflows per request type and assign request types to distinct staff.
 - Ability to allow for communication between requestor and assigned staff members.
 - Ability to track request by steps, to understand request completion rates, backlogs, etc.
- **General Functionality and Requirements**
 - Built-in data analytics, such as configurable or standard dashboards, that contribute to an understanding of space utilization, ticketing performance, and related indicators.
 - The system allows access rights and privileges to be assigned to users, groups, and roles by an administrator.
 - Ability to integrate with, when necessary or advantageous, current OAG solutions, including Microsoft 365, Active Directory, and Microsoft Teams.
 - A user-friendly solution that is accessible through a portal designed for access with a computer or mobile device.
 - A vendor that will ensure a smooth and efficient implementation process, including the necessary work to import and customize floor plans and configure the system to the proper specifications.
 - The vendor will provide training resources as needed, along with manuals and user guides.
 - The vendor will provide customer and technical support as needed.

A contract start date on or about November 1, 2023, is anticipated. A two-year term is preferred.

SUBMISSION INSTRUCTIONS AND PROCESS

- No specific form is required for your response to this Request for Proposals. Please provide whatever information you believe is appropriate to demonstrate your fit for this project, including, the functionality your solution provides, an estimated timeline for product implementation, and the cost and pricing methodology.
- This is a Small Procurement under Maryland law. Proposals with costs over \$50,000 cannot be considered.
- Please email your response to Ben Wolff, Director of Strategic Operations, at bwolff@oag.state.md.us, with copies to:
 - Christian Barrera, Chief Operating Officer, cbarrera@oag.state.md.us
 - Bev Pivec, Director of Administration & Procurement Officer, bpivec@oag.state.md.us, 410-576-6442
 - Janice Clark, Contract manager, jclark@oag.state.md.us, 410-576-7033
- **All submissions are due by 2:00 PM EDT on Monday, October 30, 2023.**
- Based on a review of qualifications, meetings may be scheduled with one or more potential vendors, with further discussions and negotiations to follow.

- The basis for the award will be “most advantageous offer.”
- **Small businesses and Minority-owned, Women-owned, and Veteran-owned businesses are encouraged to submit proposals and should list any applicable certifications in your submission.** If you are not certified, information is available at <https://procurement.maryland.gov/business-community/>
- The chosen vendor, if not already registered, will be required to establish an account on [emma, the State’s online procurement website.](#)
- The chosen vendor must be registered to do business with the state of Maryland and be in good standing. Check your business’ registration at <https://businessexpress.maryland.gov/>. More information about the registration process can be found at <https://egov.maryland.gov/BusinessExpress/Home/ProcessingTimes>.

QUESTIONS

- Questions about the substance of this Request for Proposals should be directed to Ben Wolff at the email listed above.
- Questions about the procurement and contracting process may be directed to Bev Pivec or Janice Clark at the email or telephone listed above.